AT SKY RIDGE MEDICAL CENTER, NO ONE DIES ALONE

No one is born alone, and in the best of circumstances, no one dies alone. Yet from time to time terminally ill patients come to Sky Ridge Medical Center who have neither family or close friends to be with them as they near the end of life.

No One Dies Alone is a volunteer program that provides the reassuring presence of a companion to dying patients who would otherwise be alone. With the support of the nursing staff, companions are able to help provide patients with a priceless human gift: a dignified death.

HOW DO VOLUNTEERS HELP?

No nursing skills are required. Companions should be willing to hold the hand of the patient, read to the patient, play music, fluff pillows, and assist in comfort care measures as requested by the patient or directed by the nurse. Even nurses who volunteer for No One Dies Alone will not provide actual nursing care during their shift but will assist only as a companion.

We also need Vigil Coordinators, who will serve as point of contact for a week at a time and coordinate volunteers when a need arises.

WHO MAY HELP

All Sky Ridge Medical Center employees and volunteers are invited to participate in the No One Dies Alone program. Companions are asked to sign up for shifts of their choosing. Some may choose to serve on special days to honor or remember loved ones. To provide 24-hour coverage, a team of volunteers will be on call each week, ready to serve at the bedside. When a patient is identified, all volunteers available to help during that time will be notified and asked to respond quickly about their availability for two to four hour shifts.

GETTING STARTED

To register, go to www.SkyRidgeMedCenter.com, complete a volunteer application and check the box on the application for No One Dies Alone Caring Companion. All companions must take part in an orientation in which they will learn the art of being compassionately present at the bedside of a dying person. Orientation will be held on two consecutive Mondays: September 12 and 19 from 4:00 p.m. to 7:00 p.m. in the Administration board room (meal included). Volunteers will attend both nights to complete the training. If you are unable to attend the orientation due to your work schedule, contact Rev. Laurie Jeddeloh at 720-225-1778.
PURPOSE OF THE VIGIL COORDINATOR:
The volunteer Vigil Coordinator serves as the point person for caregivers to call when a dying patient is alone and there is a need to activate a No One Dies Alone vigil for a patient.

PRIMARY RESPONSIBILITIES:
Committing to one week each month to receive text or page alerts 24/7, contacting Compassionate Companion volunteers by text message and/or email to schedule coverage for the patient and notifying caregivers how their request for a No One Dies Alone vigil will be fulfilled.

QUALIFICATIONS:
- Sky Ridge employee and/or volunteer
- Attendance and completion of No One Dies Alone training and orientation
- Sensitivity to end of life issues
- Ability to respond quickly to requests
- Good organizational skills

COMPETENCIES:
- Works cooperatively with others as well as independently
- Follows organization’s confidentiality and infection control guidelines
- Interacts in a non-judgmental manner with persons of all faiths
- Follows program guidelines

HOURS:
One week each month for 24/7 shifts.

POSITION SCOPE AND PROCEDURES:
1. The role of the No One Dies Alone volunteer Vigil Coordinator is key to the success of the No One Dies Alone program. Several volunteers share Vigil Coordinator duties on a rotating basis.
2. When a Vigil Coordinator receives a request for a vigil, he/she calls and schedules our Compassionate Companions.
3. Responsibilities for this volunteer position include:
   - During your selected and scheduled time as Vigil Coordinator, keep your phone turned on and carry it with you 24/7. Be prepared to respond to requests for vigil activation and vigil scheduling 24/7. If at any time you are unable to fulfill your scheduled commitment as a Vigil Coordinator, please inform the Program Coordinator or the designated interim contact as soon as possible.
   - “Call for Companion” worksheets will be provided to assist you in tracking coverage for patients. Please save these and return them to the Rev. Laurie Jeddeloh, Program Coordinator.
   - You will be provided with a list of key telephone numbers should issues arise that require immediate attention.
PURPOSE OF THE COMPASSIONATE COMPANION:
Volunteers will extend caring concern to the patients and community of Sky Ridge Medical Center by providing a reassuring presence at the bedside of a dying patient who would otherwise be alone.

PRIMARY RESPONSIBILITIES:
Under the supervision of the nursing staff, volunteers will serve as “Compassionate Companions” by sitting with the patient, holding his or her hand, reading to the patient or assisting in comfort measures as directed by the No One Dies Alone orientation and training and/or nurse.

QUALIFICATIONS:
• Complete Sky Ridge general orientation and No One Dies Alone orientation and training
• Ability to sit for extended periods of time
• Sensitivity to, concern for and empathy with spiritual and comfort needs of patients

COMPETENCIES:
• Work cooperatively with others as well as independently
• Follow confidentiality and infection control guidelines
• Interact in a non-judgmental manner with persons of all faiths
• Follow program parameters

HOURS:
Volunteers are on-call at the time of their choosing. They are notified via text when the need for a companion occurs.

POSITION SCOPE AND PROCEDURES:
1. Sign in according to volunteer instructions
2. Go directly to the nursing unit to which you have been assigned and introduce yourself to the staff as a compassionate companion
3. Proceed to patient’s room
4. Follow guidelines and procedures as outlined in the No One Dies Alone orientation and training
5. Volunteers will not perform or assist in any usual and customary patient care typically performed by medical personnel
6. Observe patient for signs of discomfort and report this or any change in condition to hospital staff
7. Follow standard precautions when in contact with the patient; you must adhere to all patient precautions and blood and bodily fluid risk exposure
8. Adhere to privacy/confidentiality guidelines
I, the undersigned, wish to be a No One Dies Alone Compassionate Companion for the No One Dies Alone program.

I understand I am offering my services as an active volunteer and will not receive or expect compensation for my time. I am in no way acting in my role as an employee of Sky Ridge Medical Center and I will not perform or assist in any usual and customary patient care performed by medical personnel.

As a No One Dies Alone program volunteer, I agree to fulfill my role as a Compassionate Companion to the best of my ability when called upon to sit at the bedside. I have signed a confidentiality agreement and understand its implications for my role as a No One Dies Alone volunteer.

I am committed to support the No One Dies Alone program though my presence at the bedside and agree to schedule a time to participate in a vigil when called upon unless, at my own discretion, I must decline. To remain an active volunteer for No One Dies Alone, I understand I must consistently attend vigils when called upon.

Signature: ___________________________ Date: ________________